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Agenda item 133
Pattern of conferences

Pattern of conferences

Report of the Advisory Committee on Administrative and Budgetary Questions

I. Introduction

1. The Advisory Committee on Administrative and Budgetary Questions has considered the report of the Secretary-General on the pattern of conferences (A/67/127). The Committee was also provided with a note by the Secretariat entitled "The paper-smart concept: a preliminary evaluation" (A/AC.172/2012/CRP.1), which was prepared in response to General Assembly resolution 66/233, in which the Assembly noted the emerging concept of paper-smart meetings and requested the Secretary-General to report on its implementation. In addition, the Committee had before it the report of the Committee on Conferences for 2012 (A/67/32), which includes the text of a draft resolution on the pattern of conferences. During its consideration of the report, the Advisory Committee met with representatives of the Secretary-General, who provided additional information and clarification.

2. The report of the Secretary-General, which was submitted pursuant to General Assembly resolutions 66/233 and 66/246 and other relevant mandates, contains information on conference management issues, as well as initiatives undertaken by the Secretariat to improve the quality of conference services provided to Member States. The report also puts forward suggestions regarding measures that could be taken to improve the efficiency of the management of conferences and meetings at the United Nations. It is indicated that the information in the report is summarized to the extent possible in order to keep the report succinct and within the word limit and that additional statistical data supplementary to the report are available from the website of the Committee on Conferences.[1]

[1] See http://dgacm.org/CoC/Report_of_the_SG_on_the_pattern_of_conferences_(A-67-127)_Supplementary_information.pdf.

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II. Meetings management

Utilization of conference-servicing resources and facilities

3. According to the supplementary information to the report, the overall utilization factor for meetings for all four duty stations in 2011 remained at 85 per cent, as in 2010. It is also indicated in the supplementary information that New York had a utilization factor of 82 per cent, up from 81 per cent in 2010; Geneva had a utilization factor of 90 per cent, down from 91 per cent in 2010; Nairobi had a utilization factor of 89 per cent, up from 88 per cent in 2010; and Vienna had a utilization factor of 89 per cent, down from 93 per cent in 2010. The lower utilization factor in Vienna was mainly the result of an increase in the time lost during meetings, rather than cancellation of meetings.

4. It is indicated in paragraph 9 of the report of the Secretary-General that three bodies in New York (the Committee on Contributions, the Commission for Social Development and the Statistical Commission) and one in Geneva (the Executive Committee of the Programme of the United Nations High Commissioner for Refugees) had utilization factors below the benchmark of 80 per cent for three consecutive years. Furthermore, in paragraph 11 of the report, the Secretary-General indicates that the Committee on Contributions, the Committee on Information, the Commission for Social Development, the Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization, the Special Committee on Peacekeeping Operations and its Working Group, and the Statistical Commission, all had average utilization factors below the benchmark of 80 per cent for the past 10 years. **The Advisory Committee reiterates its disappointment at the low average utilization rate of conference-servicing facilities. This is a persistent problem, as demonstrated by the performance record over the past 10 years. The Committee recommends that the General Assembly urge the Chair of the Committee on Conferences, in coordination with the Secretary-General, to intensify his engagement with the concerned bodies with a view to resolving the issues related to conference servicing that underlie this negative trend (see also A/66/397, para. 5). In addition, the Committee expects that in his next report on the pattern of conferences the Secretary-General will identify the issues and indicate the actions that are being taken.**

5. In paragraph 13 of his report, the Secretary-General indicates that the Secretariat has reviewed the process of preparing the biennial calendar of conferences and meetings, which incorporates the provisional biennial calendar of meetings in the economic, social and related fields. He further indicates that the latter contains almost two thirds of the meetings listed in the provisional biennial calendar and that the time and effort to prepare, translate and issue two almost identical calendars so close to each other may be considered a duplication and redundant. The Secretary-General therefore requests the General Assembly to invite the Economic and Social Council to reconsider the necessity of reviewing its provisional biennial calendar of conferences and meetings in the economic, social and related fields. **The Advisory Committee recommends that the General Assembly give favourable consideration to the request of the Secretary-General.**

Utilization of the conference centre at the Economic Commission for Africa

6. The Advisory Committee recalls that, in his previous report on the pattern of conferences, the Secretary-General had indicated that competition from hotels and government conference halls in Addis Ababa, as well as the cancellation of meetings by regular users, were the main reasons for the low utilization rate of 70 per cent for the United Nations conference centre at the Economic Commission for Africa (ECA) in 2010 (A/66/118, para. 17). The Advisory Committee was informed that it had also been indicated to the Committee on Conferences at the time that the inflexible pricing structure and the security procedures at the ECA complex had further contributed to the decreased utilization rate. In order to address the issues, the Secretary-General had outlined, in his report, some initiatives that were being undertaken to market the activities of the conference centre. The Advisory Committee, in its comments and observations, called upon the Secretary-General to formulate a more competitive pricing structure and an appropriate marketing strategy (A/66/397, para. 8). The Committee notes from paragraph 19 of the report of the Secretary-General (A/67/127) that in 2011 the United Nations conference centre hosted and serviced 4,767 meetings, representing a utilization rate of 70 per cent, which reflects zero growth in the utilization rate from 2010 and a decrease from the rate of 76 per cent realized in 2009. The Secretary-General cites the same reasons as before for zero growth and indicates that the inauguration of the conference complex of the African Union in 2012 has increased the competition even further and is likely to have an adverse impact on the future utilization of the United Nations conference centre.

7. **The Advisory Committee recalls its comments contained in its previous report (A/66/397, para. 8) and reiterates its concern about the decreasing utilization rate of the United Nations conference centre. Given the increasingly competitive situation in Addis Ababa, the Committee questions whether the decreasing trend in the utilization of the conference centre can be reversed solely by better marketing and by the outreach activities being undertaken by ECA. A more competitive pricing structure should be considered, given the analysis in the previous report of the Secretary-General. The Committee expects ECA to formulate a clear and a workable marketing strategy for the future utilization of the conference centre to be reflected in the next report on the pattern of conferences.**

III. Integrated global management

Conference management

8. The Advisory Committee recalls the opinion it expressed previously regarding the importance it attaches to the authority and accountability of the Under-Secretary-General for General Assembly and Conference Management in the management of all the resources under section 2 of the budget (A/66/397, para. 13). At that time, the Committee had indicated that sustainable efficiency gains could only be realized if reporting lines within the Department were aligned to afford the Under-Secretary-General the authority required to fulfil General Assembly mandates. The Committee had also requested the Secretary-General to finalize the amendments to the Secretary-General's bulletins on the organization of the United Nations Offices at Geneva, Nairobi and Vienna to delineate and codify the dual

responsibility of the Under-Secretary-General and the respective Directors General in relation to conference management in order to allow the implementation of the required reforms.

9. In a related matter, the Advisory Committee notes that the General Assembly, in section III, paragraph 15, of its resolution 66/233, requested the Secretary-General to continue to assess the conference management efficiency and accountability mechanisms across the four main duty stations and report to the Assembly thereon. The Secretary-General indicates in paragraph 25 of his report that, pursuant to that request, the Under-Secretary-General and the Directors General met and agreed that the responsibility and accountability of the Under-Secretary-General and the Directors General for conference services and operations were clearly stipulated in the respective Secretary-General's bulletins and should be carried out with due consideration of the specificities of the various duty stations and their functioning in the field of conference services. It is further indicated in paragraph 26 of the report that the responsibility of the Under-Secretary-General for General Assembly and Conference Management for implementing conference services policy remains unfulfilled in the delineation of responsibility and accountability given in the relevant Secretary-General's bulletins, although it is being practised for the most part. It is also explained, in paragraph 27, that there would be a need to amend the relevant Secretary-General's bulletins so as to ensure the fullest harmony among the four main duty stations and throughout the Secretariat, including with regard to the placement of conference management units in the organizational structures of the various duty stations.

10. **The Advisory Committee recalls its earlier observations about the delineation and codification of the dual responsibility of the Under-Secretary-General and the respective Directors General in relation to conference management (A/66/397, para. 13). While taking note of the discussions undertaken thus far between the Under-Secretary-General and the respective Directors General pursuant to the resolution of the General Assembly, the Committee nonetheless regrets the slow progress in the implementation of the required changes and calls upon the Secretary-General to act without further delay to review and amend the relevant Secretary-General's bulletins and report on the progress thereon in the next report on the pattern of conferences. The Committee is also of the view that agreement on the delineation of the dual responsibility might facilitate a more effective application of the proximity rule.**

Proximity rule

11. The Secretary-General indicates, in paragraph 28 of his report, that the Department continued to apply the proximity rule to meetings held away from the four main duty stations. Upon enquiry, the Advisory Committee was informed that the practice of secretariats of particular bodies specifically requesting a particular team of conference officers was being discouraged. It was also informed that with increased cross-training, and as conference-servicing staff became more familiar with the procedures of organizations at other duty stations, fewer exceptions were being made in this regard.

12. In the same paragraph, the Secretary-General indicates that savings estimated at $1.1 million ($0.65 million in 2010 and $0.45 million in 2011) had been realized during the biennium 2010-2011 through the implementation of the proximity rule.

Upon request, the Advisory Committee was provided with a table showing a breakdown of the reported savings in travel costs resulting from the implementation of the rule (see annex I). The Committee was informed that the transition from a system where each duty station managed its own conferences to a system where all duty stations were involved in planning all meetings held away from their respective locations had entailed a significant increase in the administrative workload, especially for New York, and that such initiatives had been implemented by the Department within existing resources. The Committee was also informed that there were more factors involved in the application of the proximity rule than just proximity to the meeting location. The other factors considered included whether or not the staff servicing the meeting would have to be replaced, the cost of travel — which was not always determined by proximity — from the duty station to the meeting location and the necessity for expertise specific to the particular meeting. **The Advisory Committee is of the opinion that if, in practice, the application of the rule is determined by factors other than proximity, referring to it as the "proximity rule" is misleading, and the Secretary-General should consider renaming it appropriately.**

13. **From the information provided, the Advisory Committee observes that the savings realized through the implementation of the proximity rule are limited to reduced travel costs, which has demonstrated no further progress from what was reported in the previous report of the Secretary-General. The Committee urges the Secretary-General to look beyond travel costs in seeking further gains from the implementation of the proximity rule, without jeopardizing the quality of services, and to report thereon in the next report on the pattern of conferences.**

Flextime

14. During its consideration of the report of the Secretary-General, the Advisory Committee, upon enquiry, was provided with an update on the application by the Department of the Flextime system. The Committee was informed that the system had two distinct aspects. First, it was an electronic time and attendance recording system, which, according to the representatives of the Secretary-General, leveraged technology to automate heretofore manual processes and, in so doing, saved hundreds of staff hours. Second, it was a proposed partial modification of some human resources rules dealing with time and attendance of staff. In the latter aspect, the Committee was informed that the system would have allowed both General Service and Professional staff to work longer on one day and shorter on another. The Committee was also informed that the system had been developed in 2003 by the Information Technology Service of the United Nations Office at Vienna/United Nations Office on Drugs and Crime, a Service that had received several UN 21 Awards for technological innovation. The system was used by virtually every agency and working body in Vienna, including the United Nations Office at Vienna, the United Nations Office on Drugs and Crime, the Office of Internal Oversight Services, the Office of Legal Affairs, the Office for the United Nations Register of Damage Caused by the Construction of the Wall in the Occupied Palestinian Territory, the Comprehensive Nuclear-Test-Ban Treaty Organization and the United Nations Industrial Development Organization. The Committee was informed that in proposing the system in New York in 2011, the Department was capitalizing on good practices elsewhere. The Committee requested, but was not provided with,

information on the experience of other organizations, other than those based in Vienna, that had used Flextime.

15. With regard to the second aspect of the system, the Advisory Committee was informed, upon enquiry, that in Vienna, all staff had been allowed to work extra hours and to take some time off with management's approval. The Committee was also informed that the Office of Human Resources Management had interpreted this Flextime rule as amounting to the granting of compensatory time off to Professional staff, for which there was no provision in the staff rules of the United Nations. It was indicated that, on that basis, the Office of Human Resources Management had asked the United Nations Office at Vienna to discontinue the application of the rule. Similarly, the Committee was informed that, while the time and attendance recording system had been implemented in New York within existing time and attendance rules, the Office of Human Resources Management had not supported the partial modification of human resources rules to allow the implementation of the second aspect of the system. **The Advisory Committee is of the view that a proper analysis is required before further implementation of the Flextime system and reiterates the position of the General Assembly (resolution 66/233, sect. III, para. 16) that the rules and regulations of the United Nations governing human resources should be uniformly applied. The Committee looks forward to receiving the Secretary-General's evaluation of the project, as requested by the General Assembly.**

IV. Matters related to documentation and publications

Documents management

16. In paragraph 34 of his report, the Secretary-General indicates that the overall timely submission rate of documents in 2011 was 88 per cent at United Nations Headquarters (896 out of 1,020), which represents an improvement over the two preceding years. The overall submission rates for the other duty stations were 74 per cent at the United Nations Office at Geneva (1,398 out of 1,892), 60 per cent at the United Nations Office at Vienna (68 out of 114) and 0 per cent at the United Nations Office at Nairobi (0 out of 49) (see annex II). It is further indicated that the number of author departments meeting the 90 per cent timely submission benchmark in 2011 reached 76 per cent at United Nations Headquarters (37 of 49), 45 per cent at Geneva (5 of 11), and 0 per cent at both Vienna (0 of 3) and Nairobi (0 of 2). Upon enquiry, the Advisory Committee was informed that improvement in the document submission rates depended on stronger discipline with regard to the dates of submission of manuscripts and the length of the documents. It was also informed that there were ongoing discussions among the duty stations concerning how to achieve the 90 per cent compliance rate. **The Advisory Committee expresses regret that the overall timely submission rate of documents has consistently been below the targeted compliance rate. The Committee requests the Secretary-General to address the issue and report on the results in the next report on the pattern of conferences.**

Workload sharing

17. In paragraph 40 of his report, the Secretary-General indicates that, for the biennium 2010-2011, the workload sharing rates were: New York Headquarters,

1 per cent; United Nations Office at Geneva, 0.6 per cent; United Nations Office at Vienna, 0.8 per cent; and United Nations Office at Nairobi, 0.42 per cent. He further indicates that the lack of surplus capacity at all four duty stations vis-à-vis the expected work inflow leaves little room to shift workload from one duty station to another, hence the low workload sharing rates. **While the Advisory Committee recognizes the advantages of workload sharing in general, it is of the opinion that the capacity constraints at the four duty stations, as evidenced by the low rates, call into question the feasibility of workload sharing among them. In that regard, the Committee requests the Secretary-General to provide comprehensive information on the analysis of workload sharing trends over a five-year period to allow a more meaningful consideration of the practice.**

Paper-smart meetings

18. The Advisory Committee recalls that the General Assembly, in section IV, paragraphs 23 and 24, of its resolution 66/233, noted the concept of paper-smart meetings and requested the Secretary-General to report on the concept, identifying the appropriate technologies for its implementation, as well as the lessons learned from the meetings that would implement it on a trial basis. In its note on the issue (A/AC.172/2012/CRP.1), the Secretariat reports on the nine detailed elements of the paper-smart concept that were identified in the resolution, as well as the lessons learned from the application of the concept during the United Nations Conference on Sustainable Development, held in Rio de Janeiro, Brazil, from 20 to 22 June 2012. The nine elements are: the definition of the paper-smart concept; identification of appropriate technologies; the technological benchmark; procurement needs; provision of technological support to Member States; business continuity plans; human resources implications; training needs at the four duty stations; and document and data security and archiving. It is further indicated in the note by the Secretariat that the Department would conduct extensive analyses and summarize lessons learned from all duty stations and all paper-smart meetings, and formulate a policy for sustainable meetings in the future.

19. With regard to the United Nations Conference on Sustainable Development, which was conducted in accordance with the paper-smart approach, seven key lessons learned are described in paragraphs 14 to 20 of the note by the Secretariat. It is also indicated that, for the sake of knowledge management, the record of proceedings of the Conference, including all relevant documents and data, are now readily accessible through the web-based portal. **While noting the reported benefits of the paper-smart approach at the Conference, the Advisory Committee requests the Secretary-General to further report on the human resources, financial and other implications of the paper-smart model. The Committee also expects that, in the application of the paper-smart model, due regard will be paid to the relevant provisions of General Assembly resolution 57/300, in which the Assembly called for adequate internal capacity for the provision of hard copies at the request of Member States.**

V. Matters related to translation and interpretation

Agreement between the United Nations System Chief Executives Board for Coordination and the International Association of Conference Interpreters

20. According to the Secretary-General, the ability of the Department to attract and retain the services of freelance language professionals will likely be enhanced with the coming into force on 1 July 2012 of a new agreement between the United Nations System Chief Executives Board for Coordination (CEB) and the International Association of Conference Interpreters (AIIC) regulating the conditions of employment of short-term conference interpreters, and the expected coming into force on 1 January 2013 of the new agreement between CEB and the International Association of Conference Translators (AITC), which regulates the conditions of employment of short-term conference translators. He indicates that the agreements align the conditions of employment offered to freelance language staff to those of permanent staff, reduce competition among the employing organizations and simplify the management of freelance contracts. Upon request, the Advisory Committee was provided with a copy of the draft CEB/AIIC agreement. The Committee notes the signing of the two agreements. **The Advisory Committee trusts that the agreement between CEB and AITC will reflect the outcome of the consultations that had been held between the Department and AITC with a view to formalizing off-site translation, which will enable employer organizations to leverage technology in order to have translation services provided by freelancers working from anywhere in the world.**

Quality control

21. In paragraphs 55 to 59 of his report, the Secretary-General indicates that the Department is seeking to increase the share of its translation workload done by external contractors, with quality control being exercised by designated focal points at the senior reviser level. In paragraph 58 in particular, the Secretary-General describes a novel approach to quality control, which has been tested in various units, consisting of retaining non-self-revising contractors and fully revising their translations. It is further indicated that the approach serves to enlarge the pool of contractors and to nurture potential candidates for recruitment through the language examination.

22. Upon enquiry, the Advisory Committee was informed that the share of the Department's translation workload done by external contractors had peaked at about 23 per cent during the reporting period. It was indicated that the Department addressed any concerns about quality expressed by Member States and had put in place internal quality control and assurance measures to ensure that the quality of translations done contractually met the Organization's standards with minimal need for in-depth revision. The Committee was further informed that the measures taken to mitigate the considerable risks inherent in contractual translation included the stringent vetting of prospective contractors; the designation by each translation service of a senior reviser as the focal point for quality control, including revision where necessary; and the closer matching of jobs to the subject area expertise of external contractors.

Productivity indicators

23. The Advisory Committee was provided, upon request, with productivity indicators for 2010 and 2011 (see annex III). It was indicated that the Department did not have direct access to the data underlying the summarized indicators and that the Department had continued to consult with all duty stations to further analyse the data and ensure their comparability.

24. **The Advisory Committee maintains the view that the overriding objectives of the Department should be to ensure the completeness and consistent quality, as well as the timeliness, of the products and services that it delivers. In that regard, the Committee regrets that paragraph 34 of the report of the Secretary-General and the supplementary information indicate that the timeliness indicators for pre-session documents are generally below the benchmark. Similarly, the productivity indicators for translation, editing and text-processing show no consistency from one duty station to another or any discernible improvement between 2010 and 2011. The Committee recommends that the Secretary-General provide a five-year analysis of productivity trends in the next report on the pattern of conferences.**

High vacancy rate for interpreters and translators in Nairobi

25. The Advisory Committee notes from the supplementary information to the report of the Secretary-General the high vacancy rates of 35 per cent for interpretation services and 30 per cent for translation services in Nairobi, compared with the average vacancy rate of 3.1 per cent at the same duty station for regular budget posts in the Professional category and above (A/67/324/Add.1, table 2). Upon enquiry, the Committee was informed that, in the opinion of the Secretary-General, there were many factors underlying the persistent vacancies in the language posts in Nairobi. According to the representatives of the Secretary-General, the main issue was the worldwide shortage of language staff and the fact that most staff, given the choice, preferred Geneva, New York or Vienna. It was further indicated that most staff preferred the other duty stations over Nairobi because of its perceived security situation, lack of medical and educational facilities and lack of spousal employment opportunities. The Committee was also informed that while the 2010 upgrade of Nairobi's hardship category from C to B was a positive indicator of the living conditions at the duty station, it also served as a financial disincentive to language staff because of the reduction of hardship allowances and benefits. It was further explained that until 2012, an added disadvantage for Nairobi had been that it did not have P-5 posts in the language category, so it could not offer its staff a full career path, nor could it guarantee the highest level of quality, with both P-4 staff and General Service text processors working many extra hours. It was also indicated that the upgrade of some language posts to the P-5 level in the programme budget for the biennium 2012-2013 would likely have a positive impact on the vacancy rates. **The Advisory Committee requests the Secretary-General to intensify his efforts to identify and address the real causes of the perennial vacancy situation in Nairobi, including the possibility of targeted external recruitment. In addition, the Committee reiterates its overall position that the continuing requirement for posts that have been vacant for long periods should be reviewed to determine their retention or abolition (see A/66/7, chap. I, para. 92). The Committee looks**

forward to seeing the impact of the approval of the P-5 level language posts in the proposed programme budget for the biennium 2014-2015.

Digital recording of meetings (pilot project)

26. In paragraph 63 of his report, the Secretary-General indicates that a pilot project undertaken by the Committee on the Peaceful Uses of Outer Space and its Legal Subcommittee at the United Nations Office at Vienna to use digital recordings of formal meetings in the six official languages of the Organization was successful, both as a digital alternative to written meeting records and as a cost-saving measure. Upon enquiry, the Advisory Committee was informed that the development of the digital recording system had required a one-time, five-month investment of $40,000. The Committee was informed that by providing the digital recordings instead of the language transcripts in six languages, savings of about $80,000 had been realized for the first client. The Committee was also informed of the increasing use of the system by the Secretariat and delegates, citing 741 downloads between May and August 2012 and positive feedback from the Secretariat. The Committee was informed that it was indicative of the growing interest that the United Nations Commission on International Trade Law had decided in July 2012 to use the system in parallel with summary records as a pilot until 2014, when it would decide whether or not to discontinue the use of summary records. **The Advisory Committee welcomes the efforts being made to seek greater efficiencies through the digital recording of meetings, which in the Advisory Committee's view should be done without jeopardizing the quality of the meeting records.**

Annex I

Conferences held away from Headquarters: travel cost savings from shared assignments in the biennium 2010-2011

(United States dollars)

	Headquarters of the meeting body	*Servicing duty station*	*Staff sent from servicing duty station*	*Travel Comparison*		*Cost savings*	*Savings by duty station*			
				Headquarters of the meeting body	*Servicing duty station*		*UNHQ*	*UNOG*	*UNOV*	*UNON*
United Nations International Meeting in Support of Israeli-Palestinian Peace Qawra, Malta, 12 and 13 February 2010	UNHQ	UNOV	10	35 000	15 300	19 700	19 700			
United Nations Seminar on Assistance to the Palestinian People Vienna, 24-25 March 2010	UNHQ	UNOV	12	48 000	0	48 000	48 000			
Special Committee on Decolonization 24 New Caledonia, 18-20 May 2010	UNHQ	UNON	4	52 000	10 400	41 600	41 600			
United Nations International Meeting in Support of the Israeli-Palestinian Peace Process Istanbul, Turkey, 25-26 May 2010	UNHQ	UNOV	8	32 000	4 000	28 000	28 000			
United Nations African Meeting on the Question of Palestine Rabat, Morocco, 1-2 July 2010	UNHQ	UNOV	4	16 000	3 000	13 000	13 000			
First Meeting of States Parties to the Convention on Cluster Munitions Vientiane, Lao People's Democratic Republic, 9-12 November 2010	UNOG	UNON/ ESCAP	26	104 000	66 750	37 250		37 250		
Sixteenth session of the Conference of the Parties to the United Nations Framework Convention on Climate Change Cancun, Mexico, 29 November-1 December 2010	UNOG	UNOG/ UNHQ	56	271 040	37 250	233 790		233 790		

	Headquarters of the meeting body	Servicing duty station	Staff sent from servicing duty station	Travel Comparison: Headquarters of the meeting body	Travel Comparison: Servicing duty station	Cost savings	Savings by duty station: UNHQ	Savings by duty station: UNOG	Savings by duty station: UNOV	Savings by duty station: UNON
Twelfth United Nations Congress on Crime Prevention and Criminal Justice, Salvador Brazil, 12-19 April 2010	UNOV	UNOV/ HQS UNOG/ UNON	37	162 800	155 900	6 900				
Twentieth session, Commission on Narcotic Drugs, African region Nairobi, 13-17 September 2010	UNOV	UNON	7	24 500	0	24 500			24 500	
Thirty-fourth session, Commission on Narcotic Drugs, Asia/Pacific region Bangkok, 30 November-3 December 2010	UNOV	ESCAP	3	12 000	0	12 000			12 000	
Twentieth session, Commission on Narcotic Drugs, Latin America and the Caribbean region Lima, Peru, 4-7 October 2010	UNOV	ECLAC/ UNHQ/ UNOV	9	40 500	10 950	29 550			29 550	
UNEP Governing Council, eleventh special session Bali, Indonesia, 24-26 February 2010	UNON	UNON/ ESCAP	7	31 500	10 500	21 000				21 000
UNEP Chemicals Programme, Open-ended Working Group of the Basel Convention Geneva, 10-14 May 2010	UNON	UNON/ UNOV	1	3 500	1 000	2 500				2 500
UNEP Chemicals Programme, first session of the Intergovernmental Negotiating Committee to Prepare a Global Legally Binding Instrument on Mercury Stockholm, 7-11 June 2010	UNON	UNON/ UNOV/ UNOG	24	84 000	33 800	50 200				50 200
UNEP/Department of Environmental Policy Implementation, Intergovernmental Platform on Biodiversity and Ecosystem Services Busan, Republic of Korea, 7-11 June 2010	UNON	UNON/ ESCAP	11	45 100	25 500	19 600				19 600

	Headquarters of the meeting body	Servicing duty station	Staff sent from servicing duty station	Travel Comparison: Headquarters of the meeting body	Travel Comparison: Servicing duty station	Cost savings	Savings by duty station: UNHQ	UNOG	UNOV	UNON
UNEP Seminar on Environmentally Sound Management of Banks of Ozone Depleting Substances Geneva, 14 June 2010	UNON	UNON/ UNOV	23	80 500	5 000	75 500				75 500
UNEP, thirtieth meeting of the Open-ended Working Group of the Parties to the Montreal Protocol on Substances that Deplete the Ozone Layer Geneva, 15-18 June 2010	UNON	UNON/ UNOV/ UNOG	Included above	0	0	0				–
UNEP, forty-fourth meeting of the Implementation Committee under the Non-Compliance Procedure for the Montreal Protocol Geneva, 21-22 June 2010	UNON	UNON/ UNOV	5	17 500	5 000	12 500				12 500
United Nations Latin American and Caribbean Meeting in Support of the Israeli-Palestinian Peace Process Montevideo, 29-30 March 2011	UNHQ	ECLAC	9	46 800	15 539	31 261	31 261			
United Nations Seminar on Assistance to the Palestinian People Helsinki, 28-29 April 2011	UNHQ	UNOV	4	4 800	3 128	1 672	1 672			
United Nations International Meeting in Support of the Israeli-Palestinian Peace Process Brussels, 28 and 29 June 2011	UNHQ	UNOV	8	15 750	4 000	11 750	11 750			
International Civil Service Commission, seventy-third session Paris, 18-29 July 2011 (freelance salary costs only)	UNHQ	UNOV	9	54 000	12 000	42 000	42 000			

	Headquarters of the meeting body	Servicing duty station	Staff sent from servicing duty station	Travel Comparison: Headquarters of the meeting body	Travel Comparison: Servicing duty station	Cost savings	Savings by duty station: UNHQ	UNOG	UNOV	UNON
Meeting of Heads of National Drug Law Enforcement Agencies, Africa Addis Ababa, 5-9 September 2011	UNOV	ECA	16	51 472	9 138	42 334			42 334	
Meeting of Heads of National Drug Law Enforcement Agencies, Latin America and the Caribbean Lima, Peru, 4-7 October 2010	UNOV	ECLAC	13	50 260	21 620	28 640			28 640	
Meeting of Heads of National Drug Law Enforcement Agencies, Asia and the Pacific Agra, India, 22-25 November 2011	UNOV	Local	3	12 750	0	12 750			12 750	
Conference of the States Parties to the United Nations Convention against Corruption Marrakech, Morocco, 24-28 October 2011	UNOV	Multiple duty stations	53	73 935	71 155	2 780			2 780	
Conference of the Parties to the United Nations Convention to Combat Desertification Changwon, Republic of Korea, 10-21 October 2011	UNOG	ESCAP/ UNON	52	457 074	436 885	20 189		20 189		
Conference of the Parties to the United Nations Framework Convention on Climate Change Durban, South Africa, 28 November-9 December 2011	UNOG	UNON	76	551 875	494 199	57 676		57 676		
Meeting of the States Parties to the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction Phnom Penh, 28 November- 2 December 2011	UNOG	ESCAP (local)	26	231 296	118 601	112 695		112 695		

	Headquarters of the meeting body	Servicing duty station	Staff sent from servicing duty station	Travel Comparison: Headquarters of the meeting body	Travel Comparison: Servicing duty station	Cost savings	Savings by duty station: UNHQ	UNOG	UNOV	UNON
Meeting of States Parties to the Convention on Cluster Munitions Beirut, 12-16 September 2011	UNOG	ESCWA/ UNHQ	20	49 959	61 239	(11 280)		(11 280)		
Details not available — UNON — 2011	UNON	Multiple duty stations				110 284				110 284
Total savings 2010-2011						**1 138 341**	**236 983**	**450 320**	**152 554**	**291 584**

Abbreviations: ECA, Economic Commission for Africa; ECLAC, Economic Commission for Latin America and the Caribbean; ESCAP, Economic and Social Commission for Asia and the Pacific; ESCWA, Economic and Social Commission for Western Asia; UNHQ, United Nations Headquarters; UNOG, United Nations Office at Geneva; UNON, United Nations Office at Nairobi; UNOV, United Nations Office at Vienna.

Annex II

Analysis of document submission rates

A. Submission compliance for slotted documents at United Nations Headquarters as at 31 December 2011

	2009				2010				2011			
Author	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*
Advisory Committee on Administrative and Budgetary Questions	1	0	0	100	–	–	–	–	1	0	0	100
Board of Auditors	4	0	0	100	18	11	8	39	5	0	0	100
Chief Executives Board for Coordination	1	0	0	100	5	3	10	40	4	0	0	100
Department for General Assembly and Conference Management	80	6	5	93	70	1	7	99	75	0	0	100
Department of Economic and Social Affairs	198	30	11	85	196	22	10	89	194	13	13	93
Department of Field Support	3	1	13	67	3	2	40	33	7	3	11	57
Department of Management	162	48	14	70	133	34	14	74	103	22	14	79
Department of Peacekeeping Operations	8	3	2	63	7	2	1	71	10	4	16	60
Department of Political Affairs	40	4	25	90	40	8	28	80	38	5	15	87
Department of Public Information	8	0	0	100	9	0	0	100	8	0	0	100
Department of Safety and Security	1	1	1	0	1	0	0	100	1	0	0	100
Executive Office of the Secretary-General	6	5	9	17	8	6	12	25	7	1	4	86
Independent Audit Advisory Committee	3	0	0	100	2	0	0	100	3	0	0	100
International Atomic Energy Agency	1	0	0	100	1	0	0	100	1	0	0	100

Author	2009				2010				2011			
	Total documents	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*
International Civil Service Commission	25	11	6	56	30	11	10	63	30	5	3	83
International Court of Justice	1	0	0	100	1	0	0	100	1	0	0	100
International Criminal Tribunal for Rwanda	1	0	0	100	1	0	0	100	1	0	0	100
International Research and Training Institute for the Advancement of Women	3	1	10	67	–	–	–	–	–	–	–	–
International Strategy for Disaster Reduction secretariat	1	0	0	100	1	1	37	0	1	0	0	100
International Tribunal for the Former Yugoslavia	1	0	0	100	1	0	0	100	1	0	0	100
Joint Inspection Unit	1	0	0	100	1	0	0	100	1	0	0	100
Joint United Nations Programme on HIV/AIDS	2	0	0	100	1	0	0	100	2	0	0	100
Office for Disarmament Affairs	42	2	2	95	53	2 y6fd	3	96	39	2	12	95
Office for Disarmament Affairs/Treaty on the Non-Proliferation of Nuclear Weapons	NPT documents are not slotted be re 2010				43	31	14	28	–	–	–	–
Office for the Coordination of Humanitarian Affairs	5	1	2	80	6	3	11	50	7	0	0	100
Office of Information and Communications Technology	–	–	–	–	1	1	3	0	1	0	0	100
Office of Internal Oversight Services	18	2	49	89	7	1	23	86	11	0	0	100
Office of Legal Affairs	52	6	14	88	61	0	0	100	61	1	7	98
Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States	2	1	7	50	2	0	0	100	15	1	13	93
Office of the Special Adviser on Africa	4	0	0	100	4	0	0	100	3	0	0	100

Author	2009				2010				2011			
	Total documents	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*
Office of the Special Representative of the Secretary-General for Children and Armed Conflict	2	0	0	100	2	0	0	100	2	0	0	100
Office of the United Nations High Commissioner for Human Rights	56	25	20	55	133	48	16	64	116	25	21	78
Office of the United Nations High Commissioner for Human Rights/ Committee on the Elimination of Discrimination against Women	70	34	25	51	Under OHCHR				Under OHCHR			
Office of the United Nations High Commissioner for Refugees	1	1	2	0	2	0	0	100	1	0	0	100
Office on Support for Development and Peace	–	–	–	–	1	0	0	100	–	–	–	–
Peacebuilding Support Office	8	5	28	38	10	1	13	90	3	0	0	100
Regional Commissions New York Office	10	2	2	80	8	2	11	75	11	2	8	82
United Nations Children's Fund	64	11	8	83	68	6	4	91	83	0	0	100
United Nations Conference on Trade and Development	4	1	1	75	2	0	0	100	4	0	0	100
United Nations Development Fund for Women	2	0	0	100	2	0	0	100	–	–	–	–
United Nations Development Programme	37	17	15	54	38	13	12	66	60	23	22	62
United Nations Development Programme/South-South Cooperation	3	1	3	67	3	0	0	100	1	0	0	100
United Nations Entity for Gender Equality and the Empowerment of Women	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	1	7	91
United Nations Environment Programme	1	1	4	0	2	1	9	50	2	0	0	100
United Nations Fund for International Partnerships	1	0	0	100	1	1	39	0	2	0	0	100

Author	2009				2010				2011			
	Total documents	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*
United Nations Human Settlements Programme	2	0	0	100	2	0	0	100	3	0	0	100
United Nations Institute for Training and Research	1	1	2	0	–	–	–	–	1	0	0	100
United Nations Joint Staff Pension Fund	25	13	10	48	42	15	14	64	42	11	8	74
United Nations Office for Project Services	7	4	21	43	6	3	5	50	6	2	13	67
United Nations Population Fund	13	1	20	92	13	4	6	69	34	2	6	94
United Nations Relief and Works Agency for Palestine Refugees in the Near East	3	2	3	33	2	0	0	100	3	0	0	100
United Nations System Staff College	1	0	0	100	–	–	–	–	1	0	0	100
United Nations University	1	1	4	0	–	–	–	–	1	1	59	0
University for Peace	1	1	8	0	–	–	–	–	–	–	–	–
World Food Programme	2	0	0	100	2	0	0	100	2	0	0	100
World Health Organization	–	–	–	–	2	0	0	100	–	–	–	–
Total (documents)	**989**	**243**	**15**	**75**	**1 047**	**233**	**14**	**78**	**1 020**	**124**	**16**	**88**
Total (departments)				**45 (23/51)**				**54 (26/48)**				**76 (37/49)**

B. Submission compliance for slotted documents at the United Nations Office at Geneva in 2011

Author	*Total documents*	*Documents received late*	*Average number of days late*	*On time*	*Within word limit*	*Compliance (percentage)*
States Parties to the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-personnel Mines and on Their Destruction	14	9	24	5	14	36
Convention on the Prohibition of the Development, Production and Stockpiling of Bacteriological (Biological) and Toxin Weapons and on Their Destruction	11	3	31	8	11	73
States Parties to the Convention on Cluster Munitions	6	0	0	6	6	100
Conference of the High Contracting Parties to Protocol V to the Convention on Certain Conventional Weapons	27	12	45	15	27	56
Economic Commission for Europe	932	61	11	871	915	93
Office of the United Nations High Commissioner for Human Rights	679	347	37	332	557	49
United Nations Compensation Commission	10	3	20	7	10	70
United Nations Convention to Combat Desertification	75	7	14	68	75	91
United Nations Conference on Trade and Development	74	5	21	69	73	93
United Nations Framework Convention on Climate Change	53	46	47	7	52	13
Office of the United Nations High Commissioner for Refugees	11	1	5	10	10	91
Total (documents)	**1 892**	**494**	**23**	**1 398**	**1 750**	**74**
Total (departments)						**45 (5/11)**

C. Submission compliance for slotted documents as at the United Nations Office at Vienna as at 31 December 2011

Author	2009				2010				2011			
	Total documents	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Average number of days late*	*Compliance (percentage)*
Office for Outer Space Affairs	30	20	15	33	27	13	5	52	26	13	9	50
United Nations Commission on International Trade Law	22	8	10	59	44	23	3	49	35	19	9	46
United Nations Office on Drugs and Crime	50	27	18	46	60	19	10	69	53	14	5	74
United Nations Scientific Committee on the Effects of Atomic Radiation	–	–	–	–	2	1	6	50	–	–	–	–
Total (documents)	**102**	**55**	**16**	**45**	**133**	**56**	**6**	**58**	**114**	**46**	**8**	**60**
Total (departments)		**0 (0/3)**				**0 (0/4)**				**0 (0/3)**		

Annex III

Productivity indicators for 2010-2011

2011

- Translation productivity: translation output in words per staff member per workday:

  New York: 1,529
  Geneva: 1,565
  Vienna: 1,532
  Nairobi: 1,874

- Editing productivity: number of words edited per staff member per workday:

  New York: 4,370
  Geneva: 7,062
  Vienna: 2,955
  Nairobi: 5,363

- Text-processing productivity: number of words processed per staff member per workday:

  New York: 4,132
  Geneva: 6,241
  Vienna: 4,135
  Nairobi: 4,529

2010

- Translation productivity: translation output in words per staff member per workday:

  New York: 1,595
  Geneva: 1,413
  Vienna: 1,527
  Nairobi: 2,091

- Editing productivity: number of words edited per staff member per workday:

  New York: 4,340[a]
  Geneva: 3,306
  Vienna: 3,162
  Nairobi: 6,252

- Text-processing productivity: number of words processed per staff member per workday:

  New York: 5,930
  Geneva: 5,447
  Vienna: 4,778
  Nairobi: 4,521

[a] Editing productivity: the difference relative to 2009 reflects a change in statistical methodology; actual workload and output have remained constant.

Overview: translation and interpretation workload

		UNHQ	*UNOG*	*UNOV*	*UNON*
2010	Translation workload (thousands of words)	126 666	72 331	23 556	7 694
	Interpretation workload (number of assignments)	32 413	23 196	7 481	4 185
2011	Translation workload (thousands of words)	112 794	77 482	19 228	10 864